

A guide to...

Strategic Housing Services in Tamworth



Tamworth Strategic Housing Services

“Improving the availability and standard of housing”

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What are Strategic Housing Services?

- The Strategic Housing Service consists of Housing Strategy and Enabling, Private Sector Housing and Homelessness Advice / Prevention.
- Strategic Housing Services have been developed to ensure they are clearly defined, linked and managed in order to ensure a consistent strategic focus on all aspects of the service.
- In establishing this strategic focus clear links to the Council’s housing management team, landlords and other partner agencies operating in the Borough will be developed and strengthened.
- The strategic focus will also form the basis of an effective housing link to the Sustainable Communities Strategy, Local Area Agreement / Local Strategic Partnership, regional / sub-regional activity and other departments within Tamworth Borough Council including Economic Development, Strategic Planning and Community Development.

The Bigger Picture

Strategic Housing Services contribute to the delivery of the Council’s corporate priority for housing:

“Working with others, the Council will improve housing standards for the people of Tamworth”

and help to ensure the Council and its partner organisations achieve the housing vision for Tamworth as set out below:

“To work with our partners and the community to widen housing choice, address housing needs and improve the quality of life for residents in Tamworth”

What exactly does the Strategic Housing Service do?

The 3 elements that make up the Strategic Housing Service are managed and linked in such a way that they work as a whole to meet identified housing need and deliver effective services to the residents of Tamworth.

The Strategic Housing Service is responsible for preparing and implementing the housing strategy in order to provide sufficient housing of the right quality and cost to meet the housing needs of the residents of Tamworth.

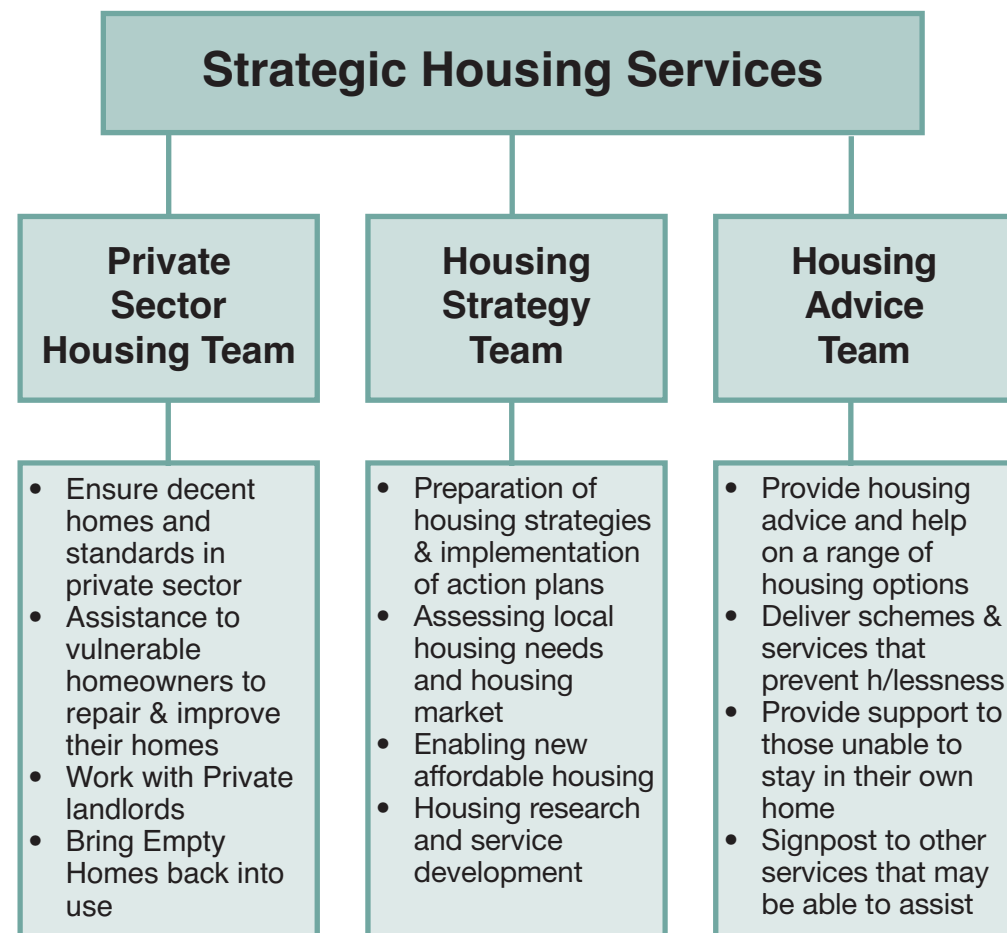
The Service is also responsible for providing assistance to homeless households, providing advice to help people make informed choices about their housing options, working with Registered Social Landlords (Housing Associations) to provide new affordable homes to rent or buy and improving housing conditions and increasing the supply of available housing in the private sector.

The Council is committed to the further development of Strategic Housing Services in Tamworth in order to provide the required vision and leadership that will enable the planning and delivery of services that:

- Are evidence based and incorporate an assessment of the current and future housing needs of local people
- Make the best use of the existing housing stock
- Enable the delivery of new affordable housing
- Ensure housing support services link homes to support and promote independent living
- Are delivered in partnership to secure effective and value for money outcomes for local people

Working in partnership, Strategic Housing activity will help to deliver improved services to residents (including health, education and social services), a safer environment, a strong sense of community and a decent home for all at a price local people can afford.

Who does what?



Each of the 3 teams operating across Strategic Housing Services have their own Service Standards that clearly set out the services provided and the standard of service customers can expect from the team. These standards expand on the information provided in the boxes above and are available from the Housing Strategy Team (contact details on the next page).

Contact us

We are always looking for ways to improve our services and are keen to hear the views of our customers and partners.

If you have any comments or suggestions concerning any of the information above or you would like to get in touch with the Housing Strategy Team, contact us at:

Housing Strategy
Marmion House
Tamworth Borough Council
Lichfield Street
Tamworth
Staffordshire
B79 7BZ

Email: HousingStrategy@tamworth.gov.uk
Telephone 01827 709700 / 709469 or
709286

Alternatively; for specific queries relating to housing advice/ homelessness or private sector housing issues please contact the following teams directly using the contact details below:

Email: housingadvice@tamworth.gov.uk
Telephone 01827 709459

Or,

Email: privatehousing@tamworth.gov.uk
Telephone 01827 709372

Have you found the information in this leaflet helpful?

If you would like to comment on the content of this leaflet, including which information you found most helpful and where you would like to see additional information please complete and return this slip to the Housing Strategy Team at Marmion House, Lichfield Street, Tamworth B79 7BZ

What did you like / find helpful about the leaflet?

What information would you have liked the leaflet to contain that it didn't?

Would you like to participate in any further consultation we may do on any aspect of Strategic Housing Services highlighted in this leaflet in the future Y/N

If Yes please provide your name, address and contact telephone number

Name: _____

Address: _____

Contact number: _____

Alternative Formats

If you, or someone you know, require this information in an alternative format please phone The Housing Strategy Team on 01827 709700, or email housingstrategy@tamworth.gov.uk. Alternative formats are: Large print, Braille, audio tape, PC disc format.

Cantonese

如果您覺得自己的語言和我們交談比較容易，請找一位會說英語的朋友或親屬來幫我們，電話是：0800 183 0454。我們可以安排翻譯人員與您聯繫，討論您需要的翻譯服務。

Greek

Αν προτιμάτε να μιλήσετε στη γλώσσα σας ζητήστε από έναν φίλο ή συγγενή σας να επικοινωνήσει στο 0800 183 0454. Μπορούμε να σας κανονίσουμε έναν διερμηνέα.

Gujarati

જો તમને અમારી સાથે તમારી પોતાની ભાષામાં વાતચીત કરવી સરળ લાગતી હોય તો અંગ્રેજી બોલી શકતા એક મિત્ર અથવા સગાને કહો કે તેઓ 0800 183 0454 ઉપર અમારો સંપર્ક સાધે. અમે એક ઈ-ટર્મિનલની વ્યવસ્થા કરી શકીશું કે જેથી તમને જરૂરી ભાષાંતર વિષે ચર્ચા કરી શકાય.

Mandarin

如果您认为以自己的母语与我们交谈更容易的话，请让一位讲英语的朋友或亲属与 0800 183 0454 联系。我们可以安排一个翻译人员与您联系，讨论所需的翻译事宜。

Polish

Jeśli łatwiej Ci będzie rozmawiać z nami we własnym języku, poproś tego z krewnych lub przyjaciół, który włada językiem angielskim, by skontaktował się z nami pod numerem 0800 183 0454. Możemy skierować do Ciebie tłumacza, który omówi z Tobą, jakiego rodzaju tłumaczeń będziesz potrzebować.

Punjabi

ਜੇਕਰ ਤੁਹਾਨੂੰ ਸਾਡੇ ਨਾਲ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿਚ ਗੱਲ ਕਰਨਾ ਅਸਾਨ ਲੱਗਦਾ ਹੈ ਤਾਂ ਆਪਣੇ ਕਿਸੇ ਅੰਗਰੇਜ਼ੀ ਬੋਲਣ ਵਾਲੇ ਮਿੱਤਰ ਜਾਂ ਰਿਸ਼ਤੇਦਾਰ ਨੂੰ 0800 183 0454 'ਤੇ ਸੰਪਰਕ ਕਰਨ ਲਈ ਆਖੋ। ਅਸੀਂ ਦੁਭਾਸ਼ੀਏ ਦੀ ਵਿਵਸਥਾ ਕਰ ਸਕਾਂਗੇ ਜੇ ਤੁਹਾਡੇ ਲੜੀਏ ਤਰਜਮੇ ਦੇ ਬਾਰੇ ਗੱਲਬਾਤ ਕਰਨ ਲਈ ਤੁਹਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੇਗਾ।

Urdu

اگر آپ ہم سے اپنی زبان میں بات کرنے میں آسانی محسوس کرتے ہیں تو انگلش بولنے والے ایک دوست یا رشتہ دار سے فون نمبر 0800 183 0454 پر رابطہ کرنے کے لئے کہیں۔ ہم آپ کے لئے ایک مترجم کا بندوبست کر سکتے ہیں جو آپکی ترجمے کی ضرورت پر بات چیت کرنے کے لئے آپ سے رابطہ کرے۔